



Red Cliff Band of Lake Superior Chippewa Indians

88455 Pike Road

Bayfield, WI 54814

Phone: 715-779-3700 Fax: 715-779-3704

Email: redcliff@redcliff-nsn.gov

JOB DESCRIPTION

POSITION: Medical Assistant

LOCATION: Red Cliff Community Health Center

SALARY: \$12-14.00 per hour depending upon experience

SUPERVISOR: Clinical Manager

THIS IS A REGULAR FULL TIME NON EXEMPT POSITION

JOB SUMMARY: The medical assistant supports the primary care provider (PCP) in care and treatment of individuals served by the Care Teams of the Red Cliff Community Health Center (RCCHC). This position is one of several support or ancillary personnel, who perform assigned duties in a collaborative manner.

DUTIES AND RESPONSIBILITIES:

1. Assist with daily preparation for scheduled patients to ensure maximum packing of visit and all needs are addressed:
2. Utilize current computer software programs to identify patient needs.
3. Complete various tools to assist in patient management.
4. Prepare patients to be seen by the PCP:
 - a. Escort patients from the waiting area to the exam room.
 - b. Complete and record vital signs, screenings, and education per RCCHC policy.
 - c. Solicit and record specific patient information regarding purpose of visit.
 - d. Instructs and prepares patient for physician visit.
 - e. Enters information into electronic health record as appropriate.
 - f. Informs PCP of patient's presence in the exam room and of other pertinent information.
 - g. Clean and refurbish exam rooms between patients in accord with prescribed clinic policy.
5. Responsible for assisting team members in the provision of direct care to patients in the ambulatory setting.
 - a. Provide safe, accurate and clinically competent care to patients as well as through telephone/lobby screening

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- b. Carries out established techniques for administration of medications, vaccines and obtaining specimens.
 - c. Assists provider with diagnostic procedures, examination, treatments and dressing changes. This may include surgical assisting.
 - d. Safely and proficiently operates clinic and patient care equipment within level of expertise.
 - e. Recognizes variations of normal and/or urgent problems and seeks appropriate assistance.
 - f. Provides patient education material and information as directed.
 - g. Completes assignments within legal limits of the certification of the State.
- 6. Effectively communicates with staff to provide information that contributes to effective operations.
 - a. Observes, listens and is responsible to what others communicate.
 - b. Clearly conveys information regarding patient status to Nursing and/or provider.
 - c. Uses established channels of communication to express personal or work related needs, suggestions and/or concerns.
- 7. Assist Care Manager in patient care priorities:
 - a. Coordination of referrals generated to outside Providers.
 - b. Utilization of the Sunday schedule to make required follow up appointments.
 - c. Complete targeted outreach with an emphasis on improving patient health outcomes.
 - d. Initiate medical record request per policy for continuity of care.
- 8. Initiate Purchase and Referred Care or other prior authorization process as delegated.
- 9. Maintain an appropriate inventory of clinic, treatment room, and laboratory supplies, forms, patient handouts, and routine equipment.
- 10. Order replacement items according to RCCHC policy to insure accurate inventory control and proper fiscal accounting.
- 11. Clean and prepare the treatment room and the team care area on a daily basis or more often, as necessary.
- 12. Clean and sterilize medical equipment.
- 13. Participate in quality assurance and other efforts that assure appropriate care and services.
- 14. Follow procedures established for universal precautions and sterile techniques.
- 15. Maintain strict confidentiality and safeguard the privacy of patients in common areas of the clinic.
- 16. Direct assigned clinic system duties such as, but not limited to:
- 17. Clinic medical supply: maintain an inventory, tracking of expiration dates, and ordering system.
- 18. Medication supply: maintain an inventory, tracking of expiration dates, and ordering system.
- 19. Clinic sterilization processes: maintain policies, procedures, quality checks, daily checklist, and trains staff.
- 20. Present a professional, caring image for the Health Center and its programs.
- 21. Maintain a cooperative relationship with other Health Center staff and employees.
- 22. Demonstrate tact, courtesy, and respect in communication and interaction with Health Center patients, visitors, and staff and with outside agencies and programs.

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23. Promote a working environment noted for effective cooperation and collaboration between programs, services, and co-workers.
24. Maintain a clean and safe physical environment. Alert administration and/or Health Center staff to problems and difficulties, as circumstances may warrant.
25. Advance job knowledge and skills through continuing education efforts with the approval of Health Center Administration.
26. Attend staff and other meetings, in-services, and other events as directed by supervisor.
27. Participate in the implementation of grants, contracts, or projects being carried out under the auspices of the Red Cliff Community Health Center and at the direction of the Administrator of the Health Center. These activities are to comply with the directives of Tribal and Health Center Administration and to fulfill the conditions and stipulations of the grant, contract, or project. The specific duties will reflect the individual grant, contract, or project and the concurrent needs and resources of the Health Center. These assignments will vary from time to time due the cyclical nature of these program efforts.
28. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

SUPERVISORY AUTHORITY: None

QUALIFICATIONS:

1. High school diploma, HSED, or GED.
2. Graduate of accredited Medical Assistant Program.
3. Certification or must obtain within one year of hire.
4. Current CPR certification or must become certified within 90 day of hire.
5. Must have a valid driver's licenses, vehicle and appropriate vehicle coverage and maintain driver's eligibility as a condition of employment. Be eligible to be put on the tribe's vehicle insurance policy.

KNOWLEDGE: Working knowledge of medical terminology. Personal abilities and maturity to function in a fast-paced environment, to interact positively with individuals in distress, and to deal appropriately with potential medical emergencies. Demonstrates good public relations and customer service skills. Proven ability to work as a team member. Basic computer skills.

PERSONAL CONTACTS: Daily contact with clients, visitors, vendors, Tribal and Health Center Administration, and other Tribal program staff.

WORK ENVIRONMENT: Red Cliff Community Health Center; office and clinic settings. Exposure to hazards of the health care industry. Work setting must be maintained as a clean, nonsmoking, well-ventilated area in compliance with all applicable safety regulations. All Tribal Buildings are smoke free.

PHYSICAL REQUIREMENTS: The duties assigned to this position involve bending, stooping, lifting, and carrying. Items may be placed on overhead storage. Weights to be carried are usually less than 50 pounds.

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TRAVEL REQUIREMENTS: The ability to travel and attend meetings and trainings; overnight and out of town, both locally & nationally. May be asked to perform visits to patient homes; as needed.

BEHAVIOR AND ATTITUDE: The vision, goals and objectives of the Red Cliff Band of Lake Superior Chippewa requires that the employee performs in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any Behavior or Attitude that tarnishes the Image or Name of the Red Cliff Band of Lake Superior Chippewa will be subject to immediate disciplinary action up to and including termination.

Indian preference will be applied in the case of equally qualified applicants, but all qualified applicants will be considered.

APPLICATION SUBMITTAL REQUIREMENTS: The following items are required for this position:

1. Completed Tribal Application; available on the tribal website
2. Tribal Background Investigation Disclosure; available on the tribal website
3. Resume with at least 3 references.
4. Post-secondary transcripts or certifications; if applicable

POSTING DATE: November 20, 2018

DEADLINE: Open Until Filled

FOR FURTHER INFORMATION:

Red Cliff Band of Lake Superior Chippewa

Human Resources

88455 Pike Road

Bayfield, WI 54814

www.redcliff-nsn.gov

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(715)779-3700 ext. 4268 or 4267

The Red Cliff Community Health Center is a Drug-Free Workplace in accord with the Drug-Free Workplace Act of 1988, P.L. 100-690, and has a Drug-Free Workplace Policy in effect.

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All applicants for employment with the Red Cliff Tribe will be subject to the background investigation and other requirements of RCCL Chapter 43, and are under a continuing obligation to supplement this application for employment with information concerning any convictions that occur after commencement of employment with the Tribe.

This job description is subject to change at employer's discretion, after consultation with the employee.

EMPLOYEE BENEFITS PACKAGE

THE EMPLOYEE BENEFITS PACKAGE INCLUDES THE FOLLOWING:

1. A Health Insurance Plan which is through the Federal Employee Health Benefits (FEHB). FEHB is offered for both single and family coverage. Employees considered to be full time status will be required to pay 12% of the premium for the plan selected.
2. The Dental package is through Delta Dental. This benefit is offered at no cost to the employees with single or family medical coverage.
3. Short Term Disability is offered to all employees at no cost and pays 60 % of weekly pay for a maximum of 90 days if you get sick or injured off the job.
4. Life insurance of \$15,000 is included at no cost to all employees. Spouses are covered at \$7,500.00 and children are prorated. Employees can purchase additional life insurance from the plan provider at their own cost.
5. Profit Sharing Plan with a 401(k) component is offered to employees after one year of work, with a minimum of 1000 hours. The Tribe puts 3% of employee's wages into the Profit Sharing Plan.
6. The Tribe also offers General Leave to Full time employees. Employees will accrue 16 hours of General Leave per month and can accumulate up to 192 hours per year. After 5 years of employment, General Leave goes up to 20 hours per month with a maximum of 240 hours.
7. The Tribe observes a total of 11 paid holidays.